

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	5,694	4,961	15%	▲
	Admits	4,497	3,590	25%	▲
	Discharges	3,856	3,569	8%	
	Service Hours	23,281	24,255	-4%	
	S.Rehab/PHP/IOP	4,198	3,682	14%	▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	2,880	47.0%
	IOP	433	7.1%
	PHP	160	2.6%
	Case Management	74	1.2%
Forensic SA	Forensics Community-based	2,464	40.2%
	Case Management	119	1.9%

Consumer Satisfaction Survey

(Based on 632 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		87%	80%	93%
✓ Participation in Treatment		86%	80%	92%
✓ Overall		84%	80%	91%
✓ Respect		83%	80%	91%
✓ General Satisfaction		81%	80%	92%
● Access		76%	80%	88%
● Recovery		75%	80%	79%
● Outcome		75%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	1,668	30%	▲ 16%
26-34	1,622	29%	23%
35-44	1,018	18%	20%
45-54	860	15%	24%
55-64	368	7%	14%
65+	99	2%	4%

Gender	#	%	State Avg
Male	4,080	72%	▲ 60%
Female	1,608	28%	▼ 40%

Ethnicity	#	%	State Avg
Non-Hispanic	3,909	69%	75%
Hisp-Puerto Rican	1,055	19%	12%
Unknown	409	7%	6%
Hispanic-Other	260	5%	6%
Hispanic-Mexican	38	1%	0%
Hispanic-Cuban	23	0%	0%

Race	#	%	State Avg
White/Caucasian	3,306	58%	65%
Black/African American	988	17%	17%
Other	802	14%	14%
Multiple Races	367	6%	1%
Unknown	171	3%	3%
Asian	33	1%	1%
Hawaiian/Other Pacific Islander	14	0%	0%
Am. Indian/Native Alaskan	13	0%	1%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	66	-18% ▼
Admits	28	26	8%
Discharges	34	37	-8%
Service Hours	393	846	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%
Valid TEDS Data	40%	46%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	29%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	73%
SA Screen Complete	96%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	100%	74%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■		■	■		■	■	■	■	83%
Discharges			■	■	■	■			■		■	■	58%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	27	79%	75%	65%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	20	74%	90%	68%	-16% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	22	79%	75%	69%	4%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	180	68	165%	▲
Admits	179	60	198%	▲
Discharges	102	59	73%	▲
Service Hours	251	35	620%	▲
Social Rehab/PHP/IOP Days	1,442	669	116%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	99%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	6%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		74	73%	50%	60%	23% ▲
● Follow-up within 30 Days of Discharge		27	36%	90%	48%	-54% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		172	91%	75%	94%	16% ▲
● Stable Living Situation		179	94%	95%	93%	-1%
● Employed		89	47%	50%	28%	-3%
● Abstinence/Reduced Drug Use		85	45%	55%	64%	-10% ▼
● Self Help		48	25%	60%	49%	-35% ▼
● Improved/Maintained Axis V GAF Score		72	62%	75%	80%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		76	86%	90%	76%	-4%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Standard IOP Programs

Intensive Outpatient-Day620350

Wheeler Clinic

Addiction - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	267	225	19% ▲
Admits	237	203	17% ▲
Discharges	135	210	-36% ▼
Service Hours	336	229	46% ▲
Social Rehab/PHP/IOP Days	1,686	1,915	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
Valid TEDS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	7%	6%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		71	53%	50%	60%	3%
Follow-up within 30 Days of Discharge		25	35%	90%	48%	-55% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		240	87%	75%	94%	12% ▲
Abstinence/Reduced Drug Use		127	46%	55%	64%	-9%
Stable Living Situation		236	86%	95%	93%	-9%
Employed		60	22%	50%	28%	-28% ▼
Improved/Maintained Axis V GAF Score		98	54%	75%	80%	-21% ▼
Self Help		55	20%	60%	49%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		112	79%	90%	76%	-11% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

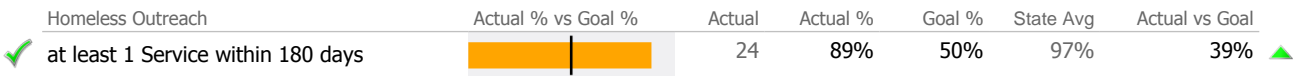
Actual Goal Goal Met Below Goal

* State Avg based on 50 Active Standard IOP Programs

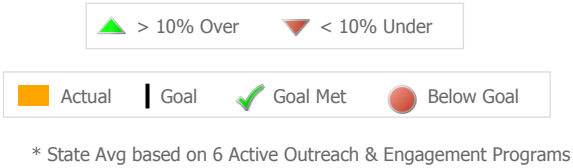
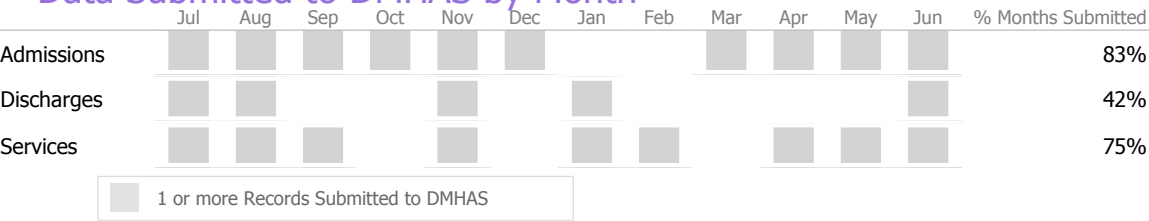
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	58	-9%
Admits	27	19	42% ▲
Discharges	8	32	-75% ▼
Service Hours	58	30	97% ▲

Service Engagement



Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	160	137	17% ▲
Admits	154	145	6%
Discharges	116	143	-19% ▼
Service Hours	273	200	36% ▲
Social Rehab/PHP/IOP Days	1,070	1,098	-3%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		64	55%	50%	42%	5%
✓ No Re-admit within 30 Days of Discharge		100	86%	85%	67%	1%
● Follow-up within 30 Days of Discharge		30	47%	90%	42%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		157	90%	95%	77%	-5%
✓ Improved/Maintained Axis V GAF Score		103	80%	75%	88%	5%
● Employed		51	29%	50%	17%	-21% ▼
● Self Help		62	36%	60%	55%	-24% ▼

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		50	86%	90%	86%	-4%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div><div></div></div> 97%	96%
	Valid TEDS Data	<div><div></div></div> 98%	100%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div><div></div></div> 8%	8%
Cooccurring		Actual	State Avg
✓	MH Screen Complete	<div><div></div></div> 100%	75%
✓	SA Screen Complete	<div><div></div></div> 100%	75%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	<div><div></div></div> 100%	100%
✓	Valid Axis V GAF Score	<div><div></div></div> 100%	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 14 Active Partial Hospitalization Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	49	0%
Admits	36	40	-10%
Discharges	38	36	6%
Service Hours	403	430	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	13%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	19	50%	50%	64%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	36	72%	60%	72%	12% ▲
Employed	<div><div></div></div>	12	24%	20%	9%	4%
Stable Living Situation	<div><div></div></div>	24	48%	80%	37%	-32% ▼
Self Help	<div><div></div></div>	14	28%	60%	67%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	10	83%	90%	92%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	92%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	92%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	85	19% ▲
Admits	74	73	1%
Discharges	69	57	21% ▲
Service Hours	65	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	93%
On-Time Periodic		
6 Month Updates	0%	13%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	43	62%	50%	64%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Self Help	<div><div></div></div>	60	59%	60%	67%	-1%
● Social Support	<div><div></div></div>	60	59%	60%	72%	-1%
● Employed	<div><div></div></div>	8	8%	20%	9%	-12% ▼
● Stable Living Situation	<div><div></div></div>	0	0%	80%	37%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>	27	82%	90%	92%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■		■	■	■	■	■		■	75%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services											■	■	17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

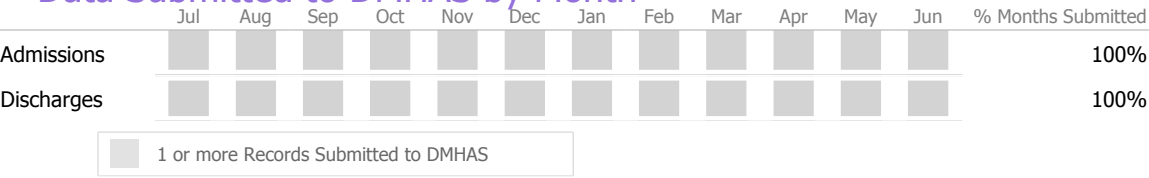
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,143	1,109	3%
Admits	710	648	10%
Discharges	803	676	19% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

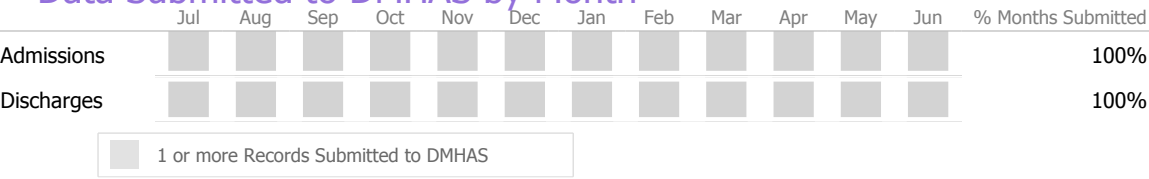
Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,328	1,385	-4%
Admits	736	652	13% ▲
Discharges	765	785	-3%

Data Submitted to DMHAS by Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,393	1,146	22% ▲
Admits	1,074	907	18% ▲
Discharges	892	765	17% ▲
Service Hours	9,680	11,588	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
Valid TEDS Data	90%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	29%	33%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		484	54%	50%	51%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,294	86%	75%	89%	11% ▲
● Abstinence/Reduced Drug Use		808	53%	55%	58%	-2%
● Stable Living Situation		1,256	83%	95%	87%	-12% ▼
● Employed		537	35%	50%	37%	-15% ▼
● Improved/Maintained Axis V GAF Score		808	71%	75%	59%	-4%
● Self Help		104	7%	60%	25%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		504	81%	90%	82%	-9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		892	89%	75%	73%	14% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,463	992	47% ▲
Admits	1,227	803	53% ▲
Discharges	879	749	17% ▲
Service Hours	11,668	10,567	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	95%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	42%	33%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		501	57%	50%	51%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,397	89%	75%	89%	14% ▲
✓ Abstinence/Reduced Drug Use		918	58%	55%	58%	3%
● Employed		764	49%	50%	37%	-1%
● Stable Living Situation		1,455	93%	95%	87%	-2%
✓ Improved/Maintained Axis V GAF Score		834	75%	75%	59%	0%
● Self Help		244	16%	60%	25%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		574	83%	90%	82%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1,019	87%	75%	73%	12% ▲

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	28	-25% ▼
Admits	15	14	7%
Discharges	15	20	-25% ▼
Service Hours	156	331	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	11	79%	50%	41%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	20	83%	80%	77%	3%
● Employed	<div><div></div></div>	3	12%	20%	19%	-8%
● Self Help	<div><div></div></div>	3	12%	60%	48%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>	7	78%	90%	93%	-12% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■		■	■	■	■	■	■		75%
Discharges	■	■	■	■	■			■	■	■	■		75%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs